

INFORMATION EXCHANGE

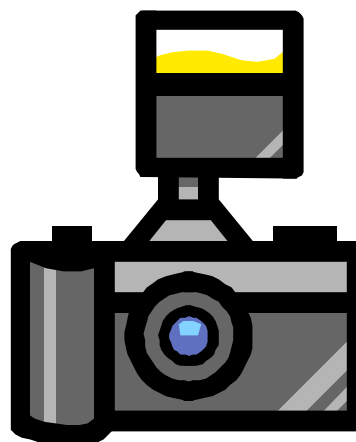
October 2002

Resources for Workforce Development Programs

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The Employment Training Network



Services in a Flash!

Picture this - you have a limited budget, a new program to implement, and your time frame is short. Does this pose a problem for you? Not when you call the Employment Training Network - we'll help you develop your program in no time!

Our on-call consultants will come to your agency, provide training and technical assistance, and help focus your efforts. If you're receiving Workforce Investment Act (WIA) funds, we can assist with consultant fees and travel expenses!

We have a lending library containing books, videos, and manuals on current workforce development topics. Our librarian will help you zoom in on exactly the materials you're looking for! We'll ship your order within 24 hours of your request.

We will also reimburse travel expenses associated with visiting other agencies to learn first hand about their operation.

This is just a snapshot of our services - please call the Employment Training Network at (916) 654-8896 to learn more. We'll give you something to smile about!



Workforce Development Update

The Employment Development Department (EDD) Workforce Investment Division Capacity Building Unit (CBU) offers staff development training at no cost to Workforce Investment Act (WIA)-funded employment and training partners. The classes currently being conducted may be viewed at www.edd.ca.gov/wiacat.htm. The CBU recently announced two new youth classes:

Out-of-School: "Got the WIA Hook-up"

This one-day workshop is intended for front-line youth program staff, individuals designing youth programs, youth council members, and others who desire assistance serving out-of-school youth (OSY). The training focuses on the definition of OSY and alternative education, components of a successful collaboration between local schools and WIA youth programs, recruitment, marketing, retention strategies, and effective out-of-school youth program models.

If you are interested in hosting this training contact Dwight Brydie at (916) 654-9492 or e-mail dbrydie@edd.ca.gov.

Managing for Success: Youth Outcomes

This class is designed for front-line youth practitioners and others working with youth in a WIA environment. It is an exciting, interactive class that will stimulate dialogue and provide practical ways to help prevent negative outcomes. This class will focus on youth case management under WIA, and provide best practices from successful youth programs.

If you are interested in hosting this training contact Terri Austin at (916) 653-4471 or e-mail tangelo@edd.ca.gov.

Department of Rehab Provides Training on Disability Issues

The California Department of Rehabilitation (DOR) Americans with Disabilities Act (ADA) Technical Assistance Section provides over 100 training sessions on such topics as Access to Employment, Programs and Services; Disability Awareness; and Disability Employment Law for Employers.

Local Workforce Investment Areas and other state-funded WIA grantees are encouraged to host the training sessions and to invite partners from the One-Stops. The primary target

audience for workshops is front-line staff who work directly with customers, including, case managers, job developers, intake staff, and assessment specialists.

For further information, or if you are interested in hosting training for your Local Workforce Investment Board staff and other local partner staff, please contact Dee Whitecotton via phone at (916) 263-0597, or via E-mail at dwhiteco@dor.ca.gov.

Mark Your Calendars!

Governor's Committee for Employment of Disabled Persons - *Moving Forward: Disability Employment Resources*

Los Angeles-October 2-3, 2002

www.disabilityemployment.org/oct%20qm.pdf

Department of Transportation - *Job Access and Reverse Commuting in California: The Public Agency-Transit Connection*

Oakland-October 9-10, 2002

www.edd.ca.gov/wiab02-20.pdf

Larry Robbin & Associates - *The Radar Approach to Job Retention!*

Seattle, WA-October 15, 2002

Upward Bound! How to Help People Advance on the Job!

Seattle, WA-October 17, 2002

Contact: (206) 870-5912

www.learningconnections.org/robbin/robbin.htm

Career Point - *Educational & Psychological Test Certification*

San Francisco-November 4-7, 2002

Contact: (330) 492-1920

National Association of Counties (NACo) 2002 Workforce Development and Human Services Conference

San Francisco-November 14-17, 2002

www.naco.org/events/work/index.cfm

2002 CalWORKs Partnerships Conference

San Diego-December 2-4, 2002

www.dss.cahwnet.gov/calworksconf/default.htm

Program Success Stories

African American Unity Center and EDD Becomes a Perfect Match

African American Unity Center (AAUC) Executive Director, Charisse Bremond, and Employment Development Department (EDD) Program Coordinator, Michael Bolden, could not have asked for a more perfect match. Both AAUC and EDD will assist many with employment opportunities and vocational training in the South Los Angeles community. Employers benefit as well, since participants become assets to those companies after completing a 12-week course in computer training, hospitality (waiter/waitress) training, and life skills/job readiness training.

AAUC was poised to service 100 participants since the program began in February 2002. Thanks to the staff and the program's overwhelming success, participants have been lined up to become self-sufficient.

The State of California EDD has partnered with AAUC by providing the necessary funds and technical assistance needed to ensure our participants become productive citizens. AAUC has succeeded in meeting all the performance charts

that are expected, and continues to administer outstanding programs that will reach many in the community. Participants have secured positions in such companies such as: AT&T, Loyola Marymount University, Nordstroms, Coldwell Bank, Sunnyside Nursing Complex and Local Union 99 (Boilermakers).

The African American Unity Center was founded in 1991 to improve the quality of life for at risk youth, adults and seniors. AAUC is a complex organization performing multiple functions and providing comprehensive services to include: transportation, clothing, food, child care, conflict resolution, housing assistance, adult day care and social reassurance. The goal of AAUC is to plan, design and implement projects and programs that help Los Angeles communities culturally, socially, medically, educationally and economically.

For more information about the African American Unity Center please call (323) 789-7300.

Child Care Training Program Impacts Entire Community

The Child Care Career Training Program, administered through The Children's Collective, Inc., provides child development services as a means of assisting adults to improve and strengthen their employment skills. Their mission is to educate, train and prepare adults for careers as child care professionals.

The program's two components are drop-in child care at One-Stop Career Centers and Child Care Career training. The Child Care Career Training Program assists adults (18 years and older and males who have registered for selective service) in entering and advancing in their child care career. The six to twelve month accelerated training program consists of four components: Child Care Education, Educational Support/Tutoring, Professional Development and Work Experience. Program completion qualifies graduates to apply for a range of positions in licensed Family Day Care Homes, Child Development Centers, and schools as teachers or teacher's assistants. The program provides free supportive services including: books, tuition, tutoring, project supplies, fingerprint fees, TB/health screening, CPR and first aid classes, and professional development seminars.

The Children's Collective, Inc., which administers the program, is one of the largest child development corporations

in Los Angeles and is currently celebrating its 30th anniversary. It provides a range of human service programs to support children, youth and families.

The Child Care Career Training Program is a project dependent on the coordinated efforts of many people and institutions, including: The Children's Collective, Inc.; State of California, Employment Development Department, Workforce Investment Division; local City Colleges and Community Centers.

Of the 72 enrollees currently in the program, an impressive 27 have completed training, with 15 participants placed in full-time employment and 12 receiving certification from the Los Angeles Unified School District. Their goal is to serve an additional 120 adults by the end of the 2003-year.

The Child Care Career Training Program is a Workforce Investment Act (WIA) 15% Discretionary grant that has made a great impact on the community and continues to strive for excellence. Head Start of Los Angeles, with whom they have developed a strong partnership, has stated: "The program has benefited our organization tremendously."

For more information, please contact Natasha Mahone, Program Coordinator, (323) 565-2882 x3.

Partnerships

San Francisco Information Technology Consortium Implements Career Ladders Training Approach

In San Francisco, the East Bay and San Jose consortia of public agencies, Workforce Investment Boards, community-based training agencies and Community Colleges are working together to implement a "Career Ladders" approach to prepare and place unemployed and underemployed individuals in high-wage, high-demand positions in the Information Technology (IT) industry. The initiative has a specific focus on welfare recipients, the working poor and other disadvantaged groups. Planning assistance to each Consortium is being provided by Workforce Strategies Center, supported by the Irvine Foundation.

This initiative is organized in San Francisco under the auspices of the San Francisco Workforce Investment Board as the San Francisco Information Technology Consortium (SFITC). Currently, training and social services providers in the SFITC include: six community-based organizations (Glide, Jewish Vocational Services (JVS), Bay Area Video Coalition (BAVC), Goodwill Industries, OpNet, and Arriba Juntos); City College of San Francisco and Mission College; the San Francisco Housing Authority; and the San Francisco Department of Human Services (DHS).

The SFITC has created a local network of career-ladder training and support services that integrates and expands previously isolated programs and agencies. Training is tied

to industry-identified job needs, and each participant follows a defined career progression strategy that guides his or her path through a series of training courses and work experiences geared toward mastering increasingly advanced job skills in a particular field. Three broad pathways have been established: (1) Hardware Support, which includes a training progression beginning with A+ certification, to Network Administration, and advancement into either CISCO or UNIX training; (2) Office Software Specialization, which includes beginning, intermediate and advanced Microsoft Office skills; and, (3) Web and Digital Media, an introductory Web course leading to advanced Web and Digital Media training and a broad array of skills upgrade opportunities after initial employment.

To date, training partners in the SFITC have maintained largely separate relationships with employers. In 2002, a top priority of the SFITC will be to develop a unified strategy for creating a true partnership between our training programs and area businesses. This will be done through understanding the IT workforce needs of area businesses and ensuring that SFITC training programs are preparing graduates who meet those needs.

For more information, please call Ernie Rivas, Interim Coordinator for the SFITC, at (415) 575-2115.

Senior Employment Program

U.S. Forest Service Provides Employment Services to Seniors

The U.S. Forest Service, the only Federal national sponsor of the Department of Labor (DOL) Seniors Title V program, is celebrating its 30th anniversary of sponsoring the highly successful Senior Community Service Employment Program (SCSEP).

The SCSEP brings persons over 55 years of age who meet low-income guidelines into its workforce as enrollees in a work training assignment. The "bottom line" of the program is to find jobs for these individuals with training in Forest Service locations where the seniors' training plan would benefit.

At last count the Forest Service has just under 5,000 enrollees. However in every community where they have a presence they actively recruit all seniors who want to work and develop a training plan for them. The program covers expenses for training, work training time and other incidentals.

As a required partner in the One-Stops nationally, the U.S. Forest Service is actively participating in several in California. Among them, Verdugo and Foothill in the Los Angeles areas, Redlands and San Bernardino, and North San Diego County, and they are working on partnerships in Fresno, Tahoe and several other areas.

In the One-stop setting, the Forest Service works with all persons over 50 years of age. For those seniors over 55 years of age, if they qualify and if there are openings, training is arranged in the local community with full counseling provided by senior job counselors, who themselves are enrollees in the program.

For more information on the Forest Service Seniors Title V program, please contact Robert Thorson, SCSEP Manager, at (626) 574-1613.

Schools/Workforce Development

Demonstration Projects Connect Public Schools with One-Stop Systems

The California Department of Education (CDE) awarded 42 grants with awards up to \$100,000 to local education agencies to establish partnerships with Local Workforce Investment Boards (LWIBs) to develop innovative strategies to enhance youth connections and access to local One-Stop systems. A total of \$4,065,164 was awarded.

The demonstration project goals are to:

- Develop innovative strategies to enhance youth connections and access to the One-Stop System;
- Support the achievement of the Local Workforce Investment Act youth performance levels;
- Support school efforts to achieve California's academic accountability requirements, such as the High School Exit Exam;
- Participate in the operation of the local One-Stop system;
- Enter into a Memorandum of Understanding (MOU) with the Local Workforce Investment Board regarding the operation of the One-Stop system that includes an agreed upon way for determining cost allocation and resource sharing in the One-Stop environment;
- Provide representation on the Local Workforce Investment Board and Youth Council;
- Connect with the Regional Coordination grants and support the Regional Coordination grant goals.

The results of these demonstration projects will provide practical "real life" information on how to sustain successful collaborations between public schools and California's workforce development efforts. It is anticipated that each project will be a pragmatic resource to other education and workforce development agencies and provide valuable local experiences to be shared with the California Workforce Investment Board and state agency partners.

For further information and a brief description of each funded project, feel free to e-mail Robert Schallig, Education Programs Consultant in the Office of Workforce Development of the CDE. Bob is currently responsible for 72 local demonstration projects to enhance youth connections and access to local One-Stop systems. This is a \$6 million grant effort. Bob's e-mail address is rschalli@cde.ca.gov.

Performance Excellence

LWIAs Collaborate on Best Practices

With the implementation of the Workforce Investment Act there has been a tremendous demand to enhance improvements in services, capacity building, customer satisfaction, benchmarking, and overall performance. Now more than ever, Local Workforce Investment Areas (LWIAs) and their Quality Coordinators are benchmarking what others are doing to become world-class organizations. Until now, few resources were available to facilitate this demand.

Addressing this opportunity, Quality Coordinators from Southern California LWIAs came together to form the Southern California Regional Performance Excellence Forum (SCRPEF). With the generous support of the Department of Labor (DOL) Region VI, the Employment Development Department (EDD), and the State Workforce Investment Board, SCRPEF has hosted numerous regional collaborative forums devoted to performance excellence training, benchmarking, and networking. To date, SCRPEF represents 16 of the 17 LWIAs in Southern California, and includes representation from EDD, DOL, and other workforce development experts.

Recently, SCRPEF expanded its benchmarking efforts when EDD and the State Workforce Investment Board awarded SCRPEF an Environmental Scan grant to explore local efforts using customer satisfaction and continuous improvement tools. The results from this study will be shared at the SCRPEF quarterly meeting in November and are hoped to enhance future opportunities. Participation in SCRPEF is open to anyone who wants to learn more about performance excellence or share their best practices.

To find out more, please contact SCRPEF Chair Gary Flaxman at gary_flaxman@ci.long-beach.ca.us or you may contact Vice Chair Julie Elizondo at JElizondo@csa.co.orange.ca.us.

Worthy Web Sites

www.careeronestop.org/ - This Career One-Stop Portal serves as a single point of entry through which employers, job seekers, learners, and workforce professionals access all of the rich information and powerful functionality of the national electronic tools formerly known as America's Career Kit.

www.doleta.gov/youth_services/toolkit_2002.asp - Youth Council Toolkit contains six modules which may be customized to the specific needs of the local youth council.

Check It Out!

The resource materials listed below are available for loan from the ETN library. Please call (916) 654-8386 with your requests.

DISABLED

Job Hunting for the So-Called Handicapped or People Who Have Disabilities, Ten Speed Press (J2200)

Six Steps to Employment for People with Disabilities, Cambridge Educational (J2203)

Working with People with Disabilities in a Job Placement/Job Retention Environment, Milt Wright & Associates, Inc. (J2059)

LIFE SKILLS

The Psychology of Achievement, Nightingale Conant (Audio cassette tapes) (J2201-CA)

New Edition Relationship Strategies, Using the Platinum Rule to Create Instant Rapport, Nightingale Conant (Audio cassette tapes) (J2202-CA)

ASSESSMENT

Barriers to Employment Success Inventory, Second Edition, JIST Works, Inc. (J2204)



The Guide for Occupational Exploration Inventory, A Self-Directed Guide to Career, Learning, and Lifestyle Options, JIST Works, Inc. (J2022)

CASE MANAGEMENT

Making Case Management Work, Empowering Clients Toward Change, OMTI Professional Development Services (Video) (J1594-AV)

Case Management for the Hard-to-Employ, What Makes Your Client Employable?, Career Point (Video) (J2105-AV)

Case Management for the Hard-to-Employ, Effective Job Retention: Managing the Costs of Work, Career Point (Video) (J2106-AV)

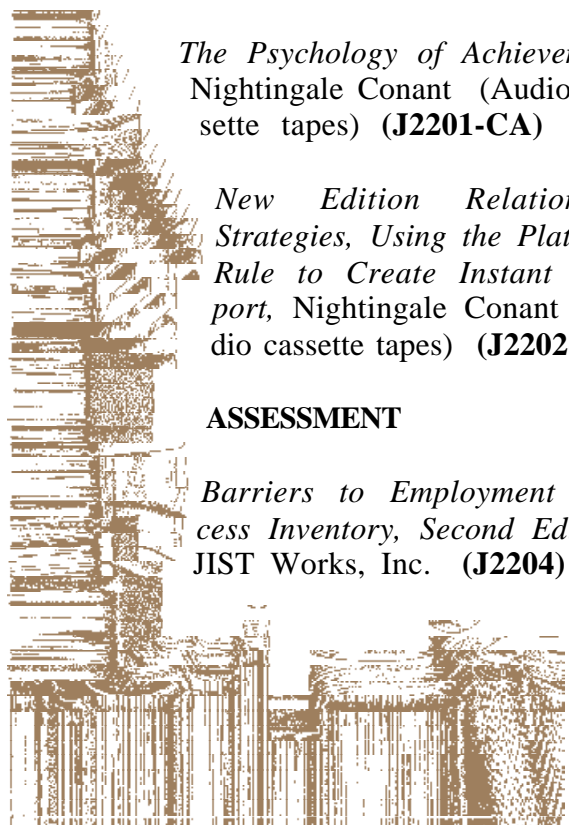
Case Management for the Hard-to-Employ, Motivating the Unmotivated, Career Point (Video) (J2206-AV)

SELF-SUFFICIENCY

Making Work Pay, Final Report on the Self-Sufficiency Project for Long-Term Welfare Recipients, Social Research and Demonstration Corporation (J2207)

EMPLOYABILITY SKILLS

Survival Skills in the World of Work, Third Edition, Linx Educational Publishing, Inc. (J2208)



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Monday	Tuesday	Wednesday	Thursday	Friday
	1 Presentation Skills <i>Solano County-(707) 863-3505</i>	2 Out-of-School Youth "Got the WIA Hook-Up" <i>Irwindale-</i> <i>(626) 960-3964x2246</i>	3 Out-of-School Youth "Got the WIA Hook-Up" <i>Santa Ana-(714) 565-2644</i> "That's Not My Job" <i>Santa Clarita-(661) 284-2718</i> WIA Performance Management-Youth <i>Los Angeles-</i> <i>(323) 586-4700x4730</i>	4
7	8 WIA Performance Management-Adult & Dislocated Workers <i>Los Angeles-</i> <i>(323) 539-2095</i>	9 Training for Trainers <i>Merced-(209) 385-3000x5346</i> Case Management <i>Orange County-(714) 567-7520</i> WIA Performance Management-Youth <i>Alameda-(510) 259-3842</i>	10 Out-of-School Youth "Got the WIA Hook-Up" <i>Contra Costa-(925) 646-5254</i> WIA Performance Management-Adult & Dislocated Workers <i>Lancaster-(661) 722-6300</i>	11
14	15 Managing for Success <i>Anaheim-(714) 765-4343</i>	16 WIA Performance Management-Youth <i>Los Angeles-</i> <i>(626) 960-3964x2246</i> "You Talkin' to Me?" <i>Elk Grove-(916) 263-3505</i>	17 "That's Not My Job" <i>Stockton-(209) 468-3603</i> Orientation to the WIA <i>Napa-(707) 259-5917</i>	18
21	22 Out-of-School Youth "Got the WIA Hook-Up" <i>Garden Grove-(714) 567-7520</i> Case Management <i>Oakland-(510) 587-4533</i> Local Partnership Workshop <i>Irwindale-(626) 960-3964x2259</i>	23 WIA Performance Management-Youth <i>San Bernardino-</i> <i>(909) 381-7981</i>	24 Retention = Success <i>San Diego-(619) 744-0370</i>	25
28	29 WIA Performance Management-Adult & Dislocated Workers <i>Solano-</i> <i>(707) 863-3505</i>	30 "That's Not My Job" <i>Carson-(310) 518-8100</i> WIA Performance Management-Youth <i>Solano-</i> <i>(707) 863-3505</i>	31	

*Training in shaded boxes conducted by the Capacity Building Unit - www.edd.ca.gov/wiacal.htm

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EMPLOYMENT TRAINING NETWORK

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Sacramento, CA 94280-0001

THE EMPLOYMENT TRAINING NETWORK *Resources for Workforce Investment Act (WIA) Programs*

Information Exchange is published monthly by the Employment Training Network under the auspices of the Association of California School Administrators (ACSA), Foundation for Educational Administration (FEA). Funding is provided by the Employment Development Department, Workforce Investment Division (EDD/WID). The contents of this newsletter do not necessarily reflect the position and/or policy of the EDD/WID or ACSA, FEA which administers the Employment Training Network. Comments may be directed to Diane Coad, Editor, Employment Training Network, c/o EDD/WID, P.O. Box 826880, MIC 69, Sacramento, CA 94280-0001; Email - dcoad@edd.ca.gov; Internet site: www.trainingnetwork.org

The Employment Training Network is an information dissemination project which provides one-to-one consultations, staff workshops and resources exclusively for California's Workforce Investment Act (WIA) programs. Through statewide networking, the Employment Training Network staff is able to offer diverse technical services using consultants in a variety of areas. Local Workforce Investment Area (LWIA) staff may benefit from the following services:

- **consultant services** - to enhance staff's skills, knowledge, and motivation
- **program site visits** - staff reimbursement provided for travel expenses
- **resource library** - up-to-date books, manuals and videos in a multitude of topics on loan for three weeks
- **referrals** - to other employment and training programs
- **Information Exchange newsletter** - informative newsletter announcing upcoming workshops, new resources, etc.

The Employment Training Network technical assistance services are available upon request to LWIA staff members or contractors operating LWIA programs. ETN staff: Diane Coad, Project Manager and Janine Cota, Administrative Assistant. **WIA funded agencies may receive Employment Training Network services by calling (916) 654-8896.**

EDD is an equal opportunity employer/program.